

HRC Pharmacy Call Center Expansion, Basement Renovation Building #90 VA Medical Center

Waco, Texas

General Contractor & Cost Estimator

Kevcon, Inc.

Architect

Pflugler Wiginton Hooker, PLLC

For more than a decade, the VA's Health Resource Center (HRC) has served as a national contact point for Veterans' inquiries on health benefits, eligibility, and billing issues. And while their main facility in Topeka, Kansas is the hub for its many customer service offerings, HRC's secondary location at the VA's Central Texas Medical Center in Waco, has become a vital component of their pharmacy-related services. In fact, HRC's Pharmacy Call Center has become so widely used by Veterans for filling prescription orders, requesting refills, and dealing with medication issues, that the facility needed to expand to meet demand. The VA turned to Kevcon, Inc. to complete a \$1.8 million renovation of the HRC's three-story Building 90 to provide added space for its regional call center.

The 19,171-square-foot basement of Building 90, previously general administrative offices, provided the perfect area for expansion. The challenge for Kevcon involved transforming the new call areas of the basement into spaces with a similar look and functionality of the current call center on the upper two floors. Other new spaces include training rooms, employee lunch/break room, restrooms, offices, mail room, and storage area. An advanced building access control system is also part of the renovation, as too, substantial exterior work which involved a new building side entry with canopy, a pavilion and patio area, and new landscaping.

When a VA-prompted delay pushed back the original construction start date, Kevcon rallied to get the project moving as soon as demolition commenced in September 2011. Throughout construction, setbacks threatened to derail the project's schedule. However, Kevcon worked closely with the VA to address both supply and construction issues, adjusting the schedule, as well as expectations, to ensure a timely completion. For instance, when a supplier abruptly went out of business, Kevcon immediately provided the VA with other options to keep the work progressing. Likewise, the building itself, constructed in the 1940s, produced an array of unforeseen challenges, from piping run in different directions than anticipated to unexpected plumbing discovered behind walls. Kevcon, in consultation with the project's engineering tech, quickly resolved each matter as it arose.



Photos Courtesy of Adam Glick Photography



Since the upper two floors of the building remained in operation during construction, Kevcon's management team had to be creative in accomplishing the work. With the main entrance and lobby of the building located in the basement, careful coordination was required to avoid disruption of the employees' workday. Work often went on early in the morning, after hours, and on the weekends, assuring not only continued use of the lobby and building elevators, but avoiding construction noise issues.

Completed in October 2012, the new call rooms, with rows of neatly aligned cubicles in neutral colors, is a functional match to the building's upper two floors. Their "open" ceiling gives an aesthetic nod to the vintage building's concrete structure, while the drop ceiling "clouds" in combination with the paint-grade HVAC ducting provide contemporary

design elements. The uncluttered training rooms are an ideal setting for HRC's education initiatives, and the spacious lunch/break room, additional offices, and storage spaces benefit the overall facility. Visually, the exterior renovations both update and complement the building's vintage facade. The new east entrance with its attractive canopy facilitates building access and the patio pavilion, utilizing building-matched clay tile roofing and windows along with cast stone and brick veneers, provides a harmonious new building amenity for all to enjoy.

Product Information

Gypsum: National

Ceilings: CertainTeed

Roofing: Ludowici Clay Tile

Flooring: Lees Carpet, Dal-Tile, Forbo

General Contractor & Cost Estimator

Kevcon, Inc.
246 East Grand Avenue, Escondido, CA 92025
www.kevcon.us

Architect

Pfluger Wiginton Hooker, PLLC
500 North Central Expressway, #300, Plano, TX 75074

Project Team

Structural Engineer:

JQ Engineering
2105 Commerce Street, Dallas, TX 75201

Mechanical Engineer:

MD Engineering
500 North Central Expressway, #310, Plano, TX 75074

Electrical Engineer:

Baird Hampton & Brown
6300 Ridglea Place, #700, Fort Worth, TX 76116

Technology Design:

Datacom Design Group, LLC
10300 N. Central Expressway, #228, Plano, TX 75074

Project General Description

Location: Waco, Texas

Date Bid: June 2011 **Construction Period:** Sep 2011 to Oct 2012

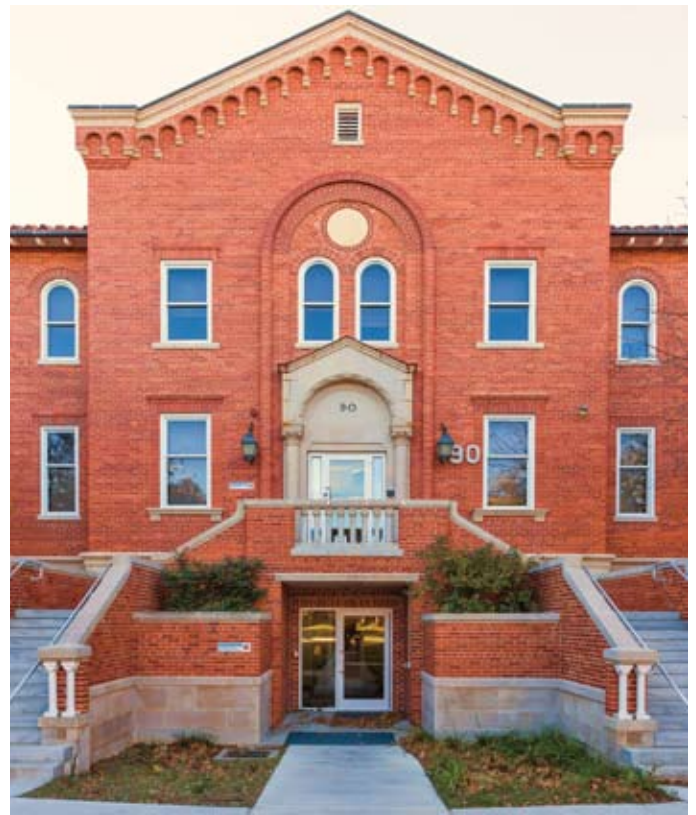
Total Square Feet: 19,171 **Site:** n/a. **Number of Buildings:** One.

Building Size: Basement, 19,171; total, 19,171.

Building Height: Basement, 11'6"; total, 11'6".

Basic Construction Type: Renovation.

Foundation: Pier & grade beam, slab-on-grade.



Exterior Walls: CMU, brick. **Roof:** n/a. **Floors:** Concrete.

Interior Walls: CMU, metal stud drywall.

DIVISION	COST	% OF COST	SQ.FT. COST	SPECIFICATIONS
PROCUREMENT & CONTRACTING REQ.	72,782	4.18	3.80	—
GENERAL REQUIREMENTS	27,655	1.59	1.44	—
CONCRETE	46,892	2.69	2.45	Forming & accessories, reinforcing, cast-in-place, precast, grouting (Concrete breakdown: cubic yards foundation, 30; cubic yards walls, 15).
MASONRY	70,523	4.05	3.68	Unit, stone assemblies, manufactured.
METALS	47,886	2.75	2.50	Structural metal framing, joists, decking, cold-formed metal framing, fabrications, decorative metal.
WOOD, PLASTICS & COMPOSITES	24,500	1.41	1.28	Rough carpentry, architectural woodwork.
THERMAL & MOISTURE PROTECTION	41,000	2.35	2.14	Roofing & siding panels, flashing & sheet metal.
OPENINGS	58,898	3.38	3.07	Doors & frames, entrances, storefronts, & curtain walls, windows, hardware, glazing.
FINISHES	187,233	10.74	9.77	Plaster & gypsum board, tiling, ceilings, flooring, wall finishes, acoustic treatment, painting & coating.
SPECIALTIES	11,478	0.66	0.60	Toilet & bath accessories, fire extinguishers & cabinets.
FURNISHINGS	7,350	0.42	0.38	Window treatment.
FIRE SUPPRESSION	122,639	7.04	6.40	Water-based fire-suppression systems.
PLUMBING	134,510	7.72	7.02	Piping & pumps, equipment, fixtures.
HVAC	376,729	21.62	19.65	Piping & pumps, air distribution, air cleaning devices, central heating, central cooling, central HVAC equipment, decentralized HVAC equipment.
ELECTRICAL	394,594	22.64	20.58	Medium-voltage distribution, low-voltage transmission, electrical & cathodic protection, lighting.
COMMUNICATIONS	118,000	6.77	6.16	Data, voice, audio-video, distributed communications & monitoring systems, electronic access control & intrusion detection, detection & alarm, monitoring & control.
TOTAL BUILDING COSTS	1,742,669	100%	\$90.90	
EXISTING CONDITIONS	75,000			Demolition.
EARTHWORK	24,136			Site clearing, earth moving.
EXTERIOR IMPROVEMENTS	7,856			Irrigation, planting.
TOTAL PROJECT COST	1,849,661			(Excluding architectural and engineering fees)

UPDATED ESTIMATE TO APRIL 2013: \$95.32 PER SQUARE FOOT

Regional Cost Trends

This project, updated to April 2013 in the selected cities of the United States.

EASTERN U.S.	Sq.Ft. Cost	Total Cost	CENTRAL U.S.	Sq.Ft. Cost	Total Cost	WESTERN U.S.	Sq.Ft. Cost	Total Cost
Atlanta GA	\$113.89	\$2,183,396	Dallas TX	\$110.18	\$2,112,198	Los Angeles CA	\$147.31	\$2,824,175
Pittsburgh PA	\$143.60	\$2,752,978	Kansas City KS	\$148.55	\$2,847,908	Las Vegas NV	\$134.94	\$2,586,850
New York NY	\$183.22	\$3,512,420	Chicago IL	\$154.74	\$2,966,571	Seattle WA	\$147.31	\$2,824,175

For more information on this project and similar projects visit www.dcdarchives.com